



Our Mission Statement:

"We aim to stage high quality events which are safe, family-friendly and offer a memorable experience for everyone."

These are the service standards you can expect:

A Clean, safe and comfortable environment

1. All facilities, including outdoor areas and car parks, will be clean and tidy. We will take reasonable and practical steps to protect your health, safety and security and will comply with all relevant Health and Safety legislation and guidelines.

Catering

2. All caterers will comply with outdoor catering regulations

Courteous and helpful staff

3. Staff will provide a warm and friendly welcome and your views will be positively encouraged and auctioned

Equipment

4. All equipment will conform to current legislation and industry guidelines / standards

Accurate Information

5. Event Specific Documents will be issued to relevant Stakeholders / Partners

On time

6. We will endeavour to ensure that activities will take place at the time specified where possible

Staff

7. Staff and Volunteers will wear uniform and be identifiable
8. All staff will be appropriately trained and hold qualifications where necessary

Equality

9. We believe that everyone should be treated fairly and equally

Customer consultation and complaints

10. We will make it easy for customers to tell us if they are happy or unhappy with the event

These standards are complementary to Birmingham City Council's Customer Charter standards. If you experience any problems with the service provided, or have any comments to make, please speak to a member of staff. Alternatively, please write your comment, complaint or compliment on a Your Views form which is available from Event Control.

www.birmingham.gov.uk